

## Service Area Strategic Plan

### Department of Social Services (765)

#### Service Area 20 of 33

#### **Adult In-home and Supportive Services (765 468 02)**

##### **Description**

This service area prioritizes efforts to protect the elderly and persons with disabilities in at-risk situations from abuse, neglect, and exploitation.

##### **Background Information**

##### **Mission Alignment and Authority**

- *Describe how this service supports the agency mission*

By reducing and preventing abuse, neglect and exploitation of vulnerable adults, VDSS helps people to triumph over poverty, abuse and neglect and to build strong and caring families and communities. These objectives align with Goal 1 of the VDSS Strategic Plan.

- *Describe the Statutory Authority of this Service*

63.2-1605 - Authorizes provision of protective services to persons 60 years of age and older and to incapacitated persons 18 years of age and older.

63.2-1601 - Authorizes each local board of social services to provide adult foster home services.

63.2-1600 – Authorizes provision of Homemaker, Companion, or Chore Services.

37.1-98 - Specifies that provision of social services to patient discharged from a state hospital is the responsibility of the appropriate local social services agency.

37.1-197 - Requires every local community services board to enter into a written agreement with the local boards of social services to specify what services will be provided to adults.

37.1-197.1 - Requires local agencies to serve on prescription team.

2.7-708 - Requires local departments of social services to be on local long-term care coordinating committees.

32.1-330 - Preadmission Screening Required: All individuals who will be eligible for community or institutional long-term care services as defined in the state plan for medical assistance.

63.2-800 - Auxiliary Grants (AG) Program Administration.

63.2-1804 – Requires that a Uniform Assessment Instrument be completed for all residents as determined by State Board regulation.

## Customers

Agency Customer Group	Customer	Customers served annually	Potential annual customers
Individuals, Children and Families (served unknown; potential unlimited)	Children and Families (served unknown; potential unlimited)	0	0
General Public (served unknown; potential unlimited)	Employees (potential unlimited)	640	0
General Public (served unknown; potential unlimited)	General Public (served unknown; potential unlimited)	0	0
Governmental Entities (served unknown; potential unlimited)	Local Departments of Social Services	120	120
Individuals, Children and Families (served unknown; potential unlimited)	Low-income Individuals and Families (potential unlimited)	98,976	0
Individuals, Children and Families (served unknown; potential unlimited)	Non-custodial Parents (served unknown; potential unlimited)	0	0
Businesses (served unknown; potential unlimited)	Providers of regulated care (potential unlimited)	1,380	0
Governmental Entities (served unknown; potential unlimited)	State and Local Government agencies (potential unlimited)	26	0
Individuals, Children and Families (served unknown; potential unlimited)	Vulnerable Adults (potential unlimited)	12,491	0

### *Anticipated Changes To Agency Customer Base*

Demographic studies show that Virginia's elderly population will grow significantly over the next 20 years with the aging of the "Baby Boomers" and Virginia's popularity with out-of-state retirees. This will increase demand for services to vulnerable adults and the incidence of adult abuse, neglect, and exploitation. Anecdotal evidence indicates that financial exploitation is a growing concern with elderly retirees who have moved away from their families and support systems.

Demographic pressures also will increase the numbers of persons with mental health and mental retardation issues, as will the continuing drive toward de-institutionalization. Another factor is the aging and death of parents of adult children with mental retardation or mental health issues who will require services when parents can no longer care for them. More dual diagnosis customers -- elderly and incapacitated -- will enter the system.

The numbers of adults needing home-based services also will rise, as Virginia continues to seek the least restrictive living environment for vulnerable adults, foster self-sufficiency, provide community-based services, and avoid inappropriate institutionalization. So will the number of adults for whom pre-admission screenings must be done before they can enter long-term care facilities, as well as annual reviews thereafter.

Expanded outreach, public education, and mandated reporter groups will continue to increase the numbers of reports of adult abuse, neglect and exploitation and thus the demand for investigations and services.

Finally, the aging of Virginia's residents with limited English proficiency residents will increase demand for bi-lingual workers.

## Partners

Partner	Description
Community Action Agencies	
Hospitals and emergency medical services providers	
Local Departments of Social Services	
Local Law enforcement agencies	
Providers and provider organizations	
State agencies	
Virginia Institute for Social Services Training Activities (VISSTA)	
Volunteer organizations	

## Products and Services

- *Factors Impacting the Products and/or Services:*

With a significantly increased population of vulnerable adults and growing demand for adult services and adult protective services, more social workers, institutional and home care workers, more regional and state supervisory staff will be needed, and more training of workers and staff members will be required. More training materials and public education materials and programs will be needed. Meeting these growing needs will require additional funding.

- *Anticipated Changes to the Products and/or Services*

A new Adult Protective Services web-based case management system came on line in 2005, which should make case management and reporting more efficient and provide easier access to case information for VDSS and LDSS staff. It also will facilitate the Adult Services and Adult Protective Services data collection and analysis, a critical tool in educating policymakers, legislators, and the public about adult and adult protective services in Virginia.

The need for a state-level Adult Fatality Review (AFR) Team continues to grow. The AFR team, chaired by the State Medical Examiner and the Commissioner of Social Services, would conduct retrospective analyses of deaths of vulnerable adults to identify patterns, procedures, policy or regulation changes, or training issues that can help prevent future premature deaths.

Lastly, website redesign will supplement printed brochures and other constituent education materials, facilitating access and providing more efficient distribution.

- *Listing of Products and/or Services*

- Support of organizations serving communities

- Recruitment of volunteers and training on management of volunteers
- Services to promote family stability
- Services to protect vulnerable adults
- Economic assistance to low-income families/individuals or nutrition, child care, health care eligibility, and financial assistance to low-income families/individuals
- Services that promote sufficiency
- Support Services (e.g., HR, IS)
- Case management, Information and analysis of data from new ASAPs automated reporting system
- Public education, training and awareness materials (brochures, training materials, videos)

## Finance

- *Financial Overview*

Funding for Adult Services comes from federal funds (80%). However, a 20% local match is required by localities. The federal funds come from the Social Services Block Grant (SSBG).

- *Financial Breakdown*

	Fiscal Year 2009		Fiscal Year 2010	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$350,000	\$11,584,495	\$350,000	\$11,584,495
Change To Base	\$0	\$0	\$0	\$0
Service Area Total	\$350,000	\$11,584,495	\$350,000	\$11,584,495

## Service Area Objectives

- Protect the elderly and persons with disabilities in at-risk situations from abuse, neglect, and exploitation

## Alignment to Agency Goals

- Agency Goal: Maximize the economic independence, safety and stability of individuals and families

### Objective Measures

- Percent of adults with new reports of abuse, neglect or exploitation after APS interventions have been put in place

Governor's Key:

No

Measure Type:

Output

Measure Frequency:

Annual

Frequency Comment: % adults with new reports of abuse, neglect or exploitation after APS interventions have been put in place

Measure Baseline: 40% adults experience new reports of abuse, neglect or exploitation after APS interventions have been put in place in SFY 2007 (preliminary estimates).

Measure Target: Reduce by 2% the number of adults with new reports of abuse, neglect or exploitation after APS interventions have been put in place by the end of SFY 2010.

Data Source and Calculation: Data captured in ASAPS web-based case management and reporting system